

Blackhawk Network OnBoarding Portal



Merchant User Manual



Welcome to the Blackhawk Network Onboarding Portal

Welcome to Blackhawk Network OnBoarding Portal application. This new application allows you, our partner, to perform the onboarding process all online.

Now everything can be filled in, approved, and ordered with a few clicks of the mouse!

Benefits:

- Web based
- Simple questionnaire to complete to streamline process and remove redundancies
- Electronic signatures
- E-mail notifications
- Greatly reduced processing time

Simple log on to: **www.Blackhawknetwork.com**

Some information you will need to get started:

- | | |
|------------------------------------|---|
| • <i>Federal Tax ID</i> | • <i>Billing and Shipping information</i> |
| • <i>Owner/Officer information</i> | • <i>Technology Needs/Requirements</i> |
| • <i>Banking Information</i> | • <i>Fixture needs</i> |
| • <i>Store details</i> | • <i>Accounting and IT information</i> |

It's as easy as 1, 2, 3.....

And you will be on your way to selling Gift Cards!

Table of Contents

I. Overview	Page 4
II. Logging in	Page 5-9
III. Initial Application	Page 10-15
IV. Contract Agreement	Page 16
V. Store List	Page 17
VI. Onboarding Application	Page 18-23
VII. How to add Attachments	Page 24-25
VIII. How to esign Principal Owner signature (s) – of 25% or greater ownership will be required to provide a signature	Page 26-29
IX. FAQ	Page 30



I. Overview

Welcome to Blackhawk Network OnBoarding Portal application. This application allows you, our partner, to perform the onboarding process all online.

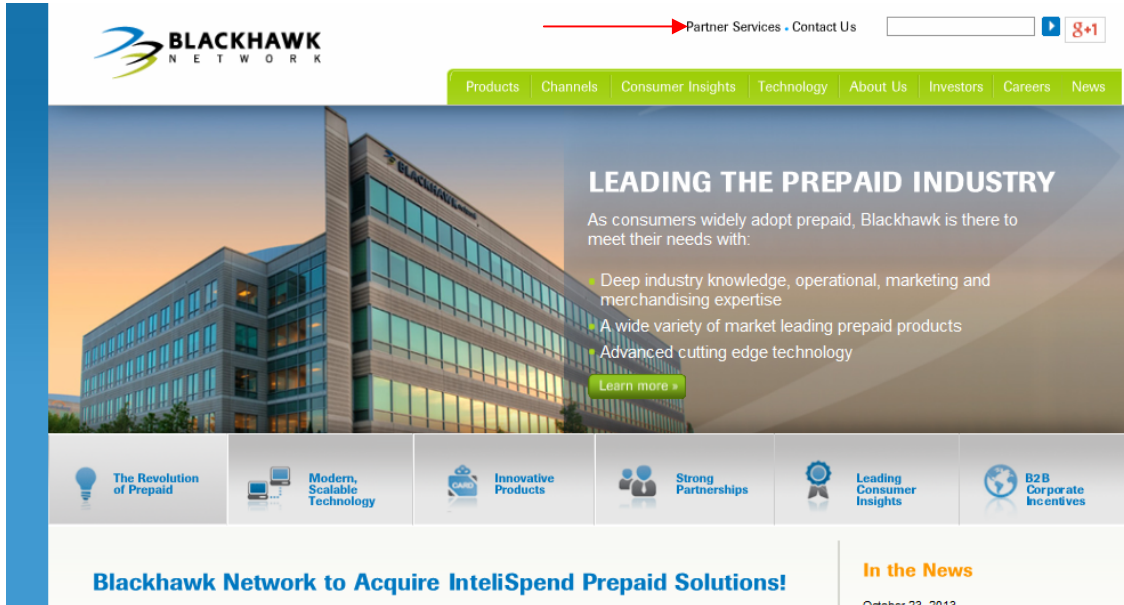
This manual provides instructions on how to use the OnBoarding Portal application. There are three major steps to this application that are in a combined application that must all be completed.

1. Initial Application / NDA: In this step, the merchant will provide their contact information, Business information, owner and/or officer information, Banking and AML information, and sign off on our nondisclosure agreement.
2. Contract Agreement: In this step, the merchant will need to eSign our agreements, including the Merchant Marketing Agreement or Alliance Partner Agreement terms and conditions, if applicable.
3. Onboarding Application: In this step, the merchant may be required to perform a ACH preauthorization, provide their store information, request fixtures and technology needs for each store, as well as provide all necessary technology information to install activation systems.

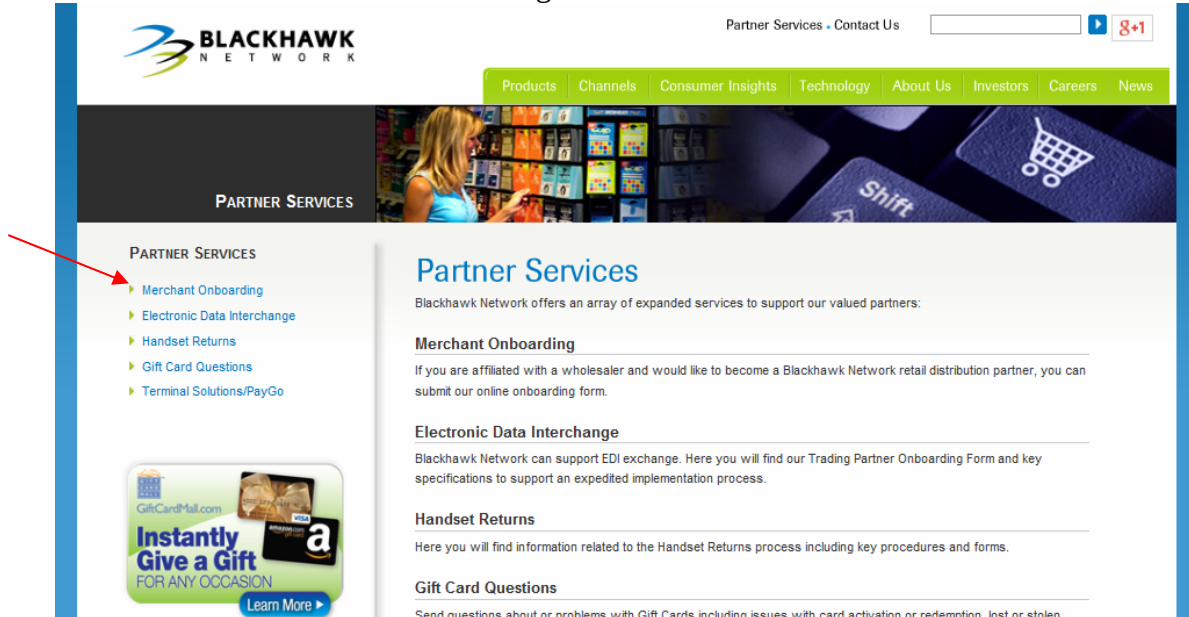
If you need assistance at any time during this OnBoarding process, please call BHN Customer Care at 888-229-2932 or your wholesaler directly.

II. Logging In

1. To begin the onboarding process, please log in to www.Blackhawknetwork.com.
2. Select Partner Services



3. Click on Merchant Onboarding



4. Then select (click) the wholesaler that you are a member of

MERCHANT ONBOARDING

PARTNER SERVICES

- ▶ **Merchant Onboarding**
- ▶ [Electronic Data Interchange](#)
- ▶ [Handset Returns](#)
- ▶ [Gift Card Questions](#)
- ▶ [Terminal Solutions/PayGo](#)



Merchant Onboarding

Welcome to Blackhawk Network Onboarding Portal application. This application allows you, our partner, to perform the onboarding process all online.

Please select from the Wholesaler list below:

[AF Amarillo](#)
[AF Midwest](#)
[AG Florida](#)
[Alex Lee](#)
[Alpha 1](#)
[Associated Grocers of Baton Rouge](#)
[Associated Grocers of the South](#)
[Associated Wholesale Grocers](#)
[Associated Wholesalers Inc](#)
[Bozzuto's](#)
[C & S West](#)

As a new user you will be required to create a user name, password, and PIN.

1. On the opening page, click



Blackhawk Network: Merchant Onboarding - Windows Internet Explorer

https://appoint.efficientforms.com/consumerApps_clients/BHN_Olean/Application_clientlogin.asp

File Edit View Favorites Tools Help

Blackhawk Network: Merchant Onboarding

BLACKHAWK
NETWORK

Welcome to the Blackhawk Network OnBoarding Portal!!!

Please enter your User ID and Password and click on the Login button.
If you are a first time user, please register using the link to the left.

Merchant Login

User ID:

Password:

[Forgot your password?](#)

First Time User? [Click here to register.](#)

[Privacy Policy](#) POWERED BY EFFICIENTforms

Done

start | Inbox - Microsoft Out... | Merchant user manua... | Blackhawk Network: ...

Trusted sites | 100% | 4:20 PM

2. Complete all fields.
 - a. Email address is needed as this system sends notifications as to the status and next steps for the program via email
 - b. Password is used for signing in. It must be 6 to 12 characters and contain at least 1 alphabetic character and at least 2 numeric characters – write down your password
 - c. Pin is used for electronic signature and must be a four digit number, not starting with 0 – write down your Pin

Blackhawk Network: Merchant Onboarding - Windows Internet Explorer

http://demo.efficientforms.com/consumerApps_clients/BH4N_Clean/Inv_ClientSelfRegister.asp

File Edit View Favorites Tools Help

Wholesale Blackhawk Network: Merc...

You will be using your PIN for Electronic Signature purposes on all legal documents.

To begin the process, please provide the required information by filling in the boxes below and then hit 'Continue'.

The following rules apply:

- First name may not be blank.
- Last name may not be blank.
- Email address may not be blank.
- Second Email address may not be blank.
- User ID may not be blank.
- Passwords cannot be blank
- * Indicates required field

Account Information

First Name: *

Last Name: *

Email Address: *

Confirm Address: *

Login Information

User ID: * Create a User ID that is easy to remember

Password: * Case sensitive

Confirm Password: * Password requirements:

- 6 to 12 characters
- Minimum of 2 number(s)
- Minimum of 1 alphabetic character(s)

Personal Identification Information

This PIN confirms your consent to electronically receive records. You will enter this PIN when electronically signing documents.

PIN: * Must be 4 non-repeating numbers, and cannot begin with zero (0)

Confirm PIN: *

For a complete description of your consent to use electronic records and your consumer protections, [click here](#).

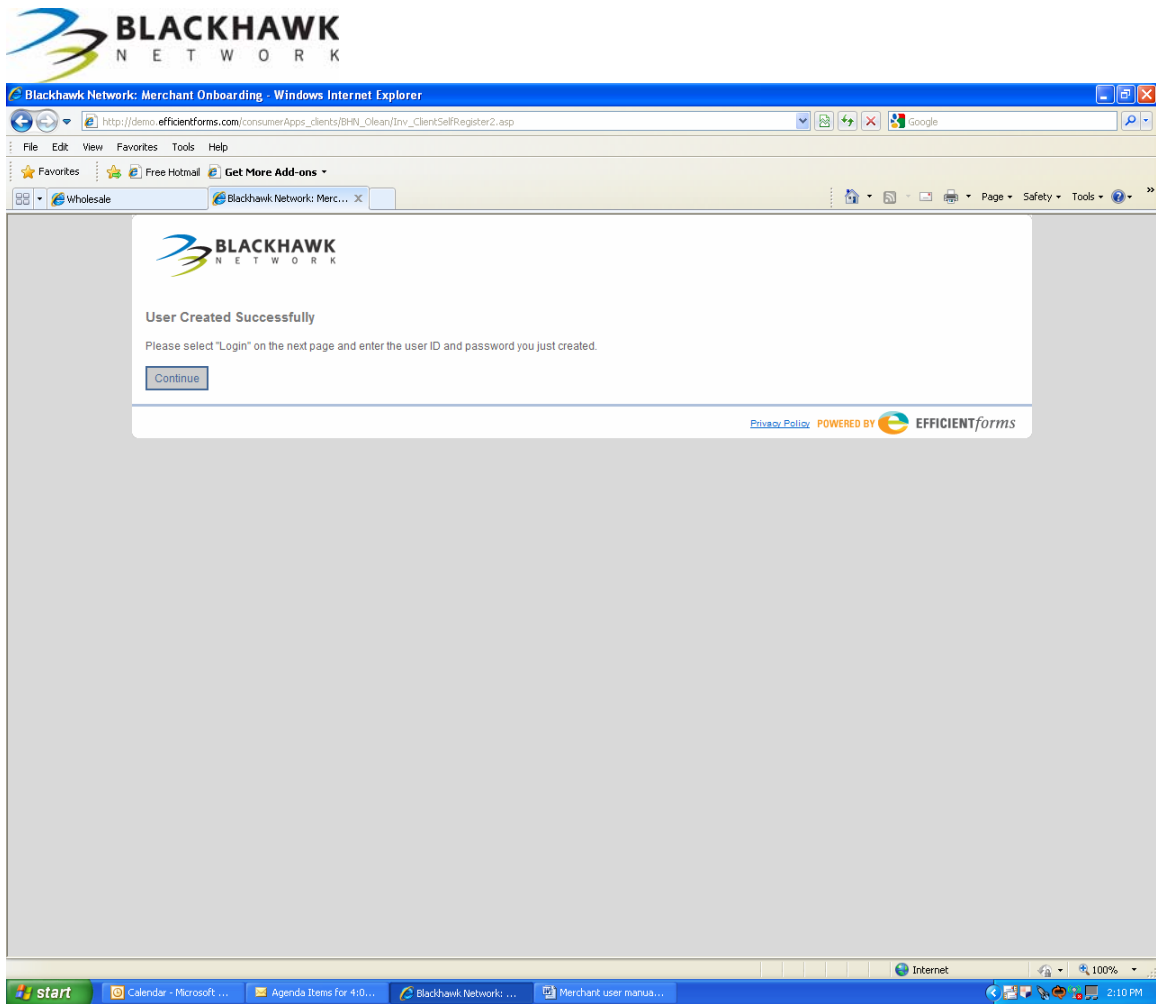
Privacy Policy POWERED BY EFFICIENTforms

Done

start Inbox - Microsoft Out... Agenda Items for 4:0... Blackhawk Network: ... Merchant user manual...

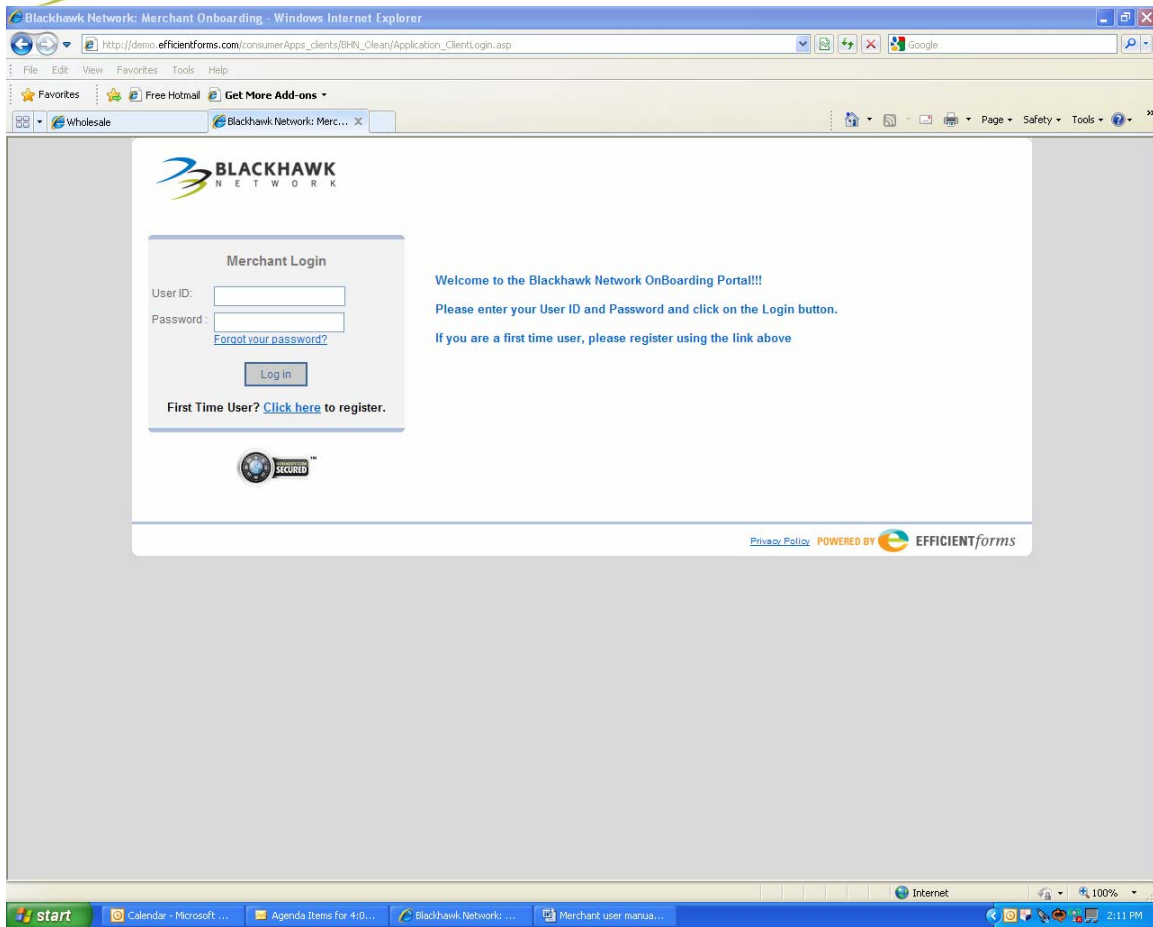
Internet 100% 1:59 PM

3. Click Continue when finished
4. Click Continue again



5. You will be directed back to the Merchant log in screen.

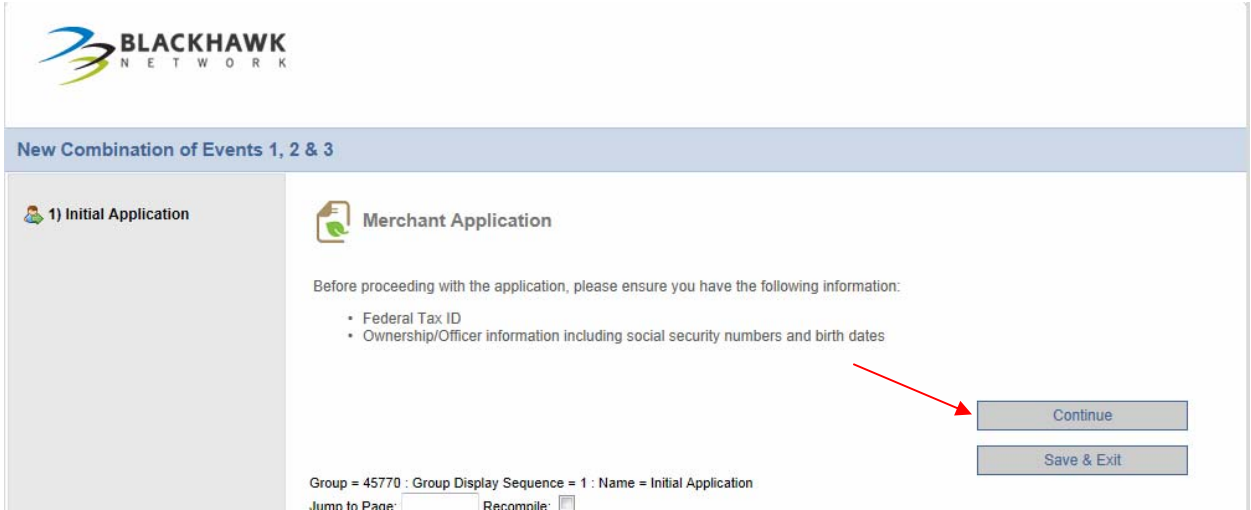
6. Enter your user name and password that you just created and click log in.



7. There is no need to create a new user name again. The user name and password you just created will be used each time you log into the system.

III. Initial Application

1. After logging in, you will be brought to the Merchant Application first page. If you have all the necessary information click continue. Note: if you cannot complete the entire interview at the same time, you can complete current page and click “Save & Exit” this will allow you to log off and log back in to complete the interviews



 **BLACKHAWK**
N E T W O R K

New Combination of Events 1, 2 & 3

1) Initial Application

 **Merchant Application**

Before proceeding with the application, please ensure you have the following information:

- Federal Tax ID
- Ownership/Officer information including social security numbers and birth dates

Continue

Save & Exit

Group = 45770 : Group Display Sequence = 1 : Name = Initial Application

Jump to Page: Recompile: ☐

2. Enter in all required and applicable information. Click continue to proceed through application.

New Combination of Events 1, 2 & 3

 1) Initial Application

2) Store List

**Mutual Nondisclosure Agreement**[Click here to review the Merchant User Manual](#)

During the OnBoarding process, your wholesaler may need to assist you with and/or approve parts of the application. Do you give permission to your wholesaler to view your application? *

Please note that if you choose no, you will not be able to proceed with the onboarding process online. You will need to contact your wholesaler to onboard via paper forms which may slow down the process.

[Click here to view information you may be requested to provide during the interview](#)

You must agree to the terms and conditions contained in the Blackhawk Mutual Nondisclosure Agreement to proceed with the application.

Do you agree to the terms and conditions set forth in the Blackhawk Network Mutual Nondisclosure Agreement? *

[Click here to view the NDA](#)

Are you transferring from one wholesaler to another? *

☐ Yes☒ No

Name and contact information of the primary person for the merchant:

First Name*

Middle Name

Last Name*

Title*

Address

Street*

City*

State*

Zip Code*

Phone Number (include area code ###-###-####) *

Fax Number (include area code ###-###-####)

Email *

Name of Signer



few Combination of Events 1, 2 & 3

1) Initial Application

2) Store List



Merchant Application

Business Information

Business Legal Name *

Business DBA Name *

Name of Parent Company (if a subsidiary)

Primary type of business *

Type of Legal Entity *

Other (provide detail)

Federal Tax ID (##-####)

Or

If Sole Proprietor, enter Social Security Number *
Social Security Number is required to meet regulatory and legal requirements regarding customer identification and authentication as it relates to the Patriot Act, Customer Identification Program and Card Association Requirements. (###-##-####) *

State of Incorporation or Formation *

Number of Store Locations *

Are all locations wholly owned? *

If no, how many locations are not wholly owned or are franchise locations?

Primary Contact Information

Name*

Email*

Phone Number (include area code ###-###-####) *

Headquarters Physical Address (no P.O. Boxes)

Street*

City*

State*

Zip Code*



Years at this Physical Address *

Headquarters Mailing Address (if different than Physical Address - P.O. Boxes OK)

Street

City

State

Zip Code

Business Phone (include area code ###-###-####) *

Business Fax (include area code ###-###-####)

Month*

Year*

Date Business Established (MM/YYYY)

Website address

Accounting Information

Accounting contact name *

Accounting contact number (include area code ###-###-####) *

Accounting contact email *

Additional Questions

How do you market/operate your business? (Please check all that apply)

B2C

☐

B2B

☐

Is your business a registered Money Service Business? *

☐ Yes

☐ No

Does your business possess a Money Transmitter License? *

☐ Yes

☐ No

- When entering in Owner/Officer information, if you should have more than 1 owner/officer, click on the "add owner/officer" button to create additional entries.
Please note that only those principal owners with 25% or greater ownership will be required to provide a signature.
Principal owner(s) will receive an email that will prompt them to e-sign through the email link to proceed forward with launch

New Combination of Events 1, 2 & 3

1) Initial Application

Merchant Application

Principal Information

Please provide owner information below. Only those owners with 25% or greater ownership will be required to provide a signature.
Principal owner(s) will receive an email that will prompt them to esign through the email link to proceed forward with launch.

Name *

Title *

Social Security Number (###-##-####)
(Social Security Number is required to meet regulatory and legal requirements regarding customer identification and authentication as it relates to the Patriot Act, Customer Identification Program and Card Association Requirements) *

Email *

Date of Birth
 Month* Day* Year*

Ownership % *

Owner Since (MM/YYYY)
 Month* Year*

Home Address (no P.O. Boxes)
 Street* City* State* Zip Code*

Years at this Physical Address *

Home Phone (include area code ###-###-####) *

Cell Phone (include area code ###-###-####) *

[Back](#)
[Continue](#)

New Combination of Events 1, 2 & 3

1) Initial Application

Merchant Application

Principal Information

Owner/Officer Summary

Name	Title	Ownership %
Frances Yim	VP	25 EDIT

[Add Owner/Officer](#)
[Back](#)
[Continue](#)
[Save & Exit](#)



- Click "continue" to proceed forward with entering Banking information. Note: *Banking institution is required because BHN, upon regulatory requirements must obtain the name and address of the institution the distributor uses for the collection and deposit of consumer funds*



New Combination of Events 1, 2 & 3

2) Store List

Merchant Application

Banking Information

Name of Financial Institution (Depository Account) *

Physical Street Address (No P.O. Boxes) (No P.O. Boxes)

Street* City* State* Zip Code*

- Click continue to proceed forward filling out the Anti-Money Laundering Compliance Information

2) Store List

Anti Money Laundering Compliance Information

As a distributor of Prepaid Access Products (e.g. Stored-value, Retail Gift Cards, Prepaid Gift Cards, Re-loadable Debit Cards) we require that you have a written AML (Anti-Money Laundering) Compliance Policy and Procedures for Prepaid Access Products.

Do you have an Anti-Money Laundering Policy that includes policies and procedures towards the sale of Prepaid Access Products? ☐ Yes ☒ No

Note: Western Union or MoneyGram AML Policies will require amendments to include 'Prepaid Access' sales.

If 'Yes,' please attach the file at the end of the interview process. *

If 'No,' Blackhawk Network has a template policy that you can adopt as your own.

Please click [here](#) to view the template policy, please read carefully as this document will be your corporate Anti-Money Laundering policy towards the sale of Prepaid Access Products.

Do you wish to adopt the template policy? * ☒ Yes ☐ No

Note: If 'Yes' you can view and print your corporate AML Policy for Prepaid Access Products one of two ways:

- During the eSign ceremony - all forms will be viewable including the information you've provided. There will be an Adobe print icon above the viewable packet.
- After eSigning, you may select View My Forms from the "Other Actions" drop-down menu on your Application Portal.

Provide Designate, Compliance Officer, or someone who can be contacted by Blackhawk Network for AML Compliance purposes.

Name *

Title *

Phone Number *



IV Contract Agreement

1. You have completed the first step of the Blackhawk Merchant Onboarding Application. Please click “continue” to proceed. You will now be directed to contract agreement section where you can view the Merchant Marketing Agreement or Alliance Partner Agreement as well as any necessary side letters as it is set for your associated Wholesaler.
2. Once you have read the agreements, click continue

BLACKHAWK
N E T W O R K

New Combination of Events 1, 2 & 3

1) Initial Application
2) Contract Agreements

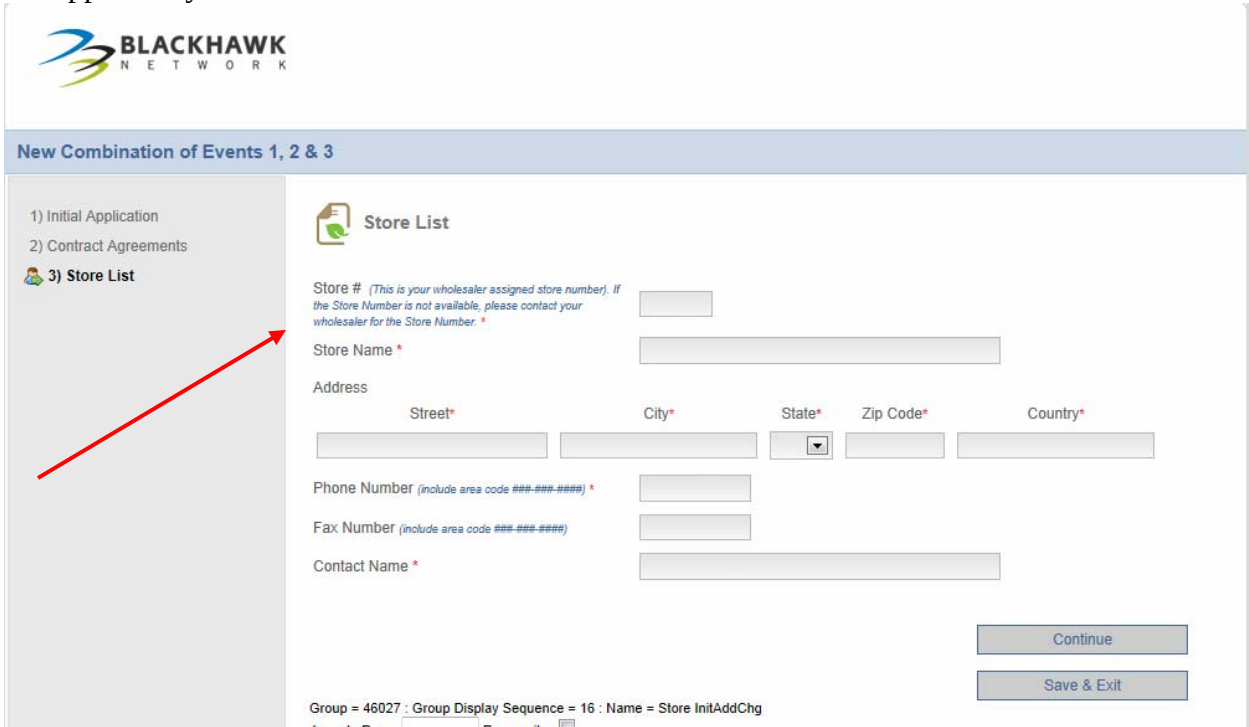
Contract Agreements

Merchant Marketing Agreement
[Click here to view the Piggly Wiggly Midwest Merchant Marketing Agreement.](#)

Side Letters
[Click here to view the American Express Side Letter.](#)
[Click here to view the MasterCard Side Letter.](#)
[Click here to view the Gap Gift Card Acknowledgement Agreement.](#)
[Click here to view the Kohl's Gift Card Acknowledgement Agreement.](#)
[Click here to view the Blackhawk partner Nordstrom Gift Card Marketing Agreement.](#)
[Click here to view the Bed Bath & Beyond Side Letter.](#)

V Store List

1. You have completed the second step of the Blackhawk Merchant Onboarding Portal Application. Please click “continue” to proceed. You will now be directed to fill out Store Selling Location (s)
2. Please enter your Store Location (s), (if you have multiple stores you will have an opportunity to add each stores information



BLACKHAWK NETWORK

New Combination of Events 1, 2 & 3

1) Initial Application
2) Contract Agreements
3) Store List

Store List

Store # (This is your wholesaler assigned store number). If the Store Number is not available, please contact your wholesaler for the Store Number *

Store Name *

Address

Street* City* State* Zip Code* Country*

Phone Number (include area code ###-###-####) *

Fax Number (include area code ###-###-####)

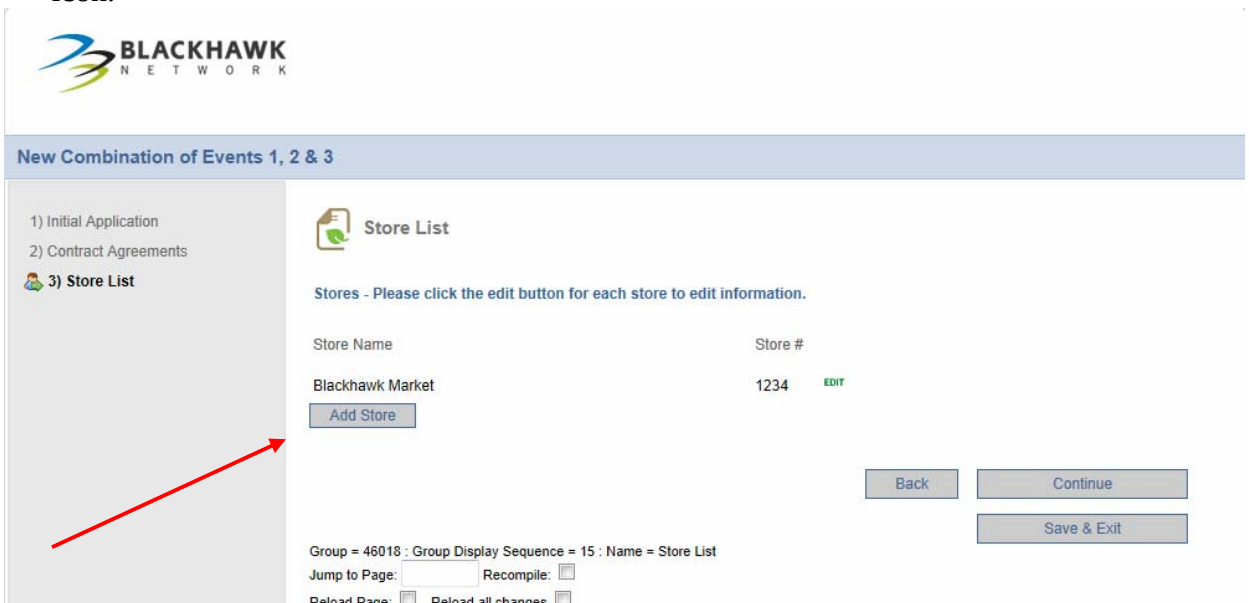
Contact Name *

Continue

Save & Exit

Group = 46027 : Group Display Sequence = 16 : Name = Store InitAddChg

3. If you have more than 1 store, click “add store” for each additional store. To delete a store from the list, click on the x and to edit any store information, click on the edit icon.



BLACKHAWK NETWORK

New Combination of Events 1, 2 & 3

1) Initial Application
2) Contract Agreements
3) Store List

Store List

Stores - Please click the edit button for each store to edit information.

Store Name	Store #
Blackhawk Market	1234 EDIT

[Add Store](#)

Back Continue

Save & Exit

Group = 46018 : Group Display Sequence = 15 : Name = Store List

Jump to Page: Recompile: ☐

Reload Page: ☐ Reload all changes ☐



VI Onboarding Application

1. You have completed the information about your stores Please click continue to proceed. You will now be directed to the Onboarding details. This will include all details of onboarding such as fixture requirements and technology needs per store.
2. The first screen gives you some details as to what you will need to proceed.



New Combination of Events 1, 2 & 3

- 1) Initial Application
- 2) Contract Agreements
- 3) Store List

 Onboarding Details

Before proceeding with the Onboarding details, please ensure you have the following information:

- Store numbers, addresses, etc.
- Billing and Shipping information
- Technology needs (please consult with your wholesaler IT contact for providing this information)
- Accounting and IT contact information
- Banking details, including account number, routing number (if applicable)

Continue

Save & Exit

3. Fixture information for each store must be entered. **Please click the edit button** to complete fixture information for each store until all stores have “YES” under “Fixtures Verified?”, also ensure that you are selecting a minimum of one of the Primary fixtures and as many Secondary as you would like.



New Combination of Events 1, 2 & 3

- 1) Initial Application
- 2) Contract Agreements
- 3) Store List
-  4) Required Items Event 3

 Store Fixtures

You must complete the fixture selection for each store before you may continue.
Please click the edit button to enter information regarding Fixtures for each store.
After you have edited a store, the Fixtures Verified column will change to Yes.

Store Name	Store #	Fixtures Verified?
Blackhawk Market	1234	NO EDIT

Continue

Save & Exit

4. Now you must indicate your technology needs.


BLACKHAWK
 NETWORK

New Combination of Events 1, 2 & 3

1) Initial Application
 2) Contract Agreements
 3) Store List
 4) Required Items Event 3


Technology Setup

Stores - Click the edit button for each store to select technology needs.

Store Name	Store #	Tech Needs	Activation Method
Blackhawk Market	1234	Not Selected	EDIT

Back
 Continue
 Save & Exit

5. Click on the edit icon next to each store name to add in their technology setup.
 - a. "Tech Needs" will change to your selection when each store is completed.
6. The first question you must answer to continue forward with this section is 'Will this be a POS integrated solution?'


BLACKHAWK
 NETWORK

New Combination of Events 1, 2 & 3

1) Initial Application
 2) Contract Agreements
 3) Store List
 4) Required Items Event 3


Technology Setup

Store Name	Blackhawk Market
Store #	1234
Will this be a POS integrated solution?	☐

Activation occurs at register. *

Back
 Continue
 Save & Exit

7. If you choose Yes, you will need to enter in all POS configuration information.

New Combination of Events 1, 2 & 3

- 1) Initial Application
- 2) Contract Agreements
- 3) Store List
-  **4) Required Items Event 3**

**Technology Setup**

Store Name Blackhawk Market
Store # 1234

****Please coordinate with your Store - IT contact for providing the information below****

Client POS Configuration

POS software name *	
If Other, please specify:	
POS software version	
POS Software Reseller Contact Name and Phone Number *	
Payment software name *	
If Other, please specify:	
Payment software version	
PAYMENT Software Reseller Contact Name and Phone Number *	
PIN pad software vendor	
Third Party Payment Processor *	
If Other, please specify:	

Program Configuration

Activation method *	
Activation point *	

[Back](#)[Continue](#)

8. If you choose No, you will need to provide other configuration information, such as your IP address, Gateway, Paygo Terminal info, etc.

New Combination of Events 1, 2 & 3

1) Initial Application
2) Contract Agreements
3) Store List
4) Required Items Event 3

Technology Setup

Store Name: Black Market
Store #: 1234

****Please coordinate with your Store - IT contact for providing the information below****

Client Payment In A Box Configuration (Stand Beside Terminal)

Manager's code (i.e. Clerk Code). Select 4 digit numeric code
Manager code cannot be part of the phone number, address, or other store information for security purposes

Additional Information Per Store:

Number of terminal required per store *

Only 1 terminal is provided at no charge; Merchant is responsible for additional terminals.

Is the connection Ethernet (Internet) Or Analog (Dial up) ? If Analog, a separate phone line is necessary. *

Is IP address behind a firewall that will allow outbound connections from the available port? *

Back Continue Save & Exit

9. Click on the edit icon next to each store name to add in their terminal selection.
 - a. "Terminal selected" will change to yes when each store is completed
 - i. This step is not necessary for any stores that are POS Integrated.

New Combination of Events 1, 2 & 3

1) Initial Application
2) Contract Agreements
3) Store List
4) Required Items Event 3

Terminal Order

Stores - Click the edit button to select terminals for each store.
You do not need to select terminals for the stores labeled "Not applicable".

Store Name	Store #	Terminal Verified?
Blackhawk Market	11	Yes EDIT

Back Continue Save & Exit

10. When you have added all your technology needs, click continue.

You have come to the end of the Onboarding Application section. You must now click continue to eSign the application.

New Combination of Events 1, 2 & 3

- 1) Initial Application
- 2) Contract Agreements
- 3) Store List
-  **4) Required Items Event 3**



To facilitate the next steps required to launch Blackhawk Gift Card Mall in your location(s), please open and print the following documents below:

[Click here for Blackhawk Gift Card Mall - Next Steps](#)

[Click here for POS testing barcodes](#)

You have completed the Blackhawk Merchant Onboarding Portal Application.

To continue, you must eSign the onboarding details.

Please click on continue questions to proceed.

[Continue to eSign](#)

[Continue to eSign](#)

[Save & Exit](#)

11. Back on the main application page, you will see that the status now states “Interview Complete –eSign needed”

12. Scroll down towards the bottom of the page and click on the eSign link

[My Applications](#)
[Registration Details](#)
[Logout](#)

Welcome to the Application Portal!

The Online OnBoarding Interview consists of 3 steps:

1. Completing the Initial Application questionnaire including an Electronic signature on the NDA and Application (when applicable)
2. Viewing and eSigning the Contracts/Agreements including: Electronic signature on the contracts agreements; Electronic Signature on the Side Letters (when applicable)
3. Completing the onboarding package (i.e. ACH; Store Lists; Fixtures; Terminal Orders; Tech Setup; etc.) including an Electronic signature of all forms

* Review and approval of all applications will occur after Electronic Signature. You will be notified via email once your application has been approved.

* To review/view your application, please select the "View My Form(s)" option from the drop down list

* [Click here](#) to view the Merchant User Manual.

What's My Next Step?

When the **My Next Step** column reads **No action required**, you have completed all steps for the request. Not all options may be applicable.

- Select to complete the interview.
- Select to sign the forms for the request.
- Select to include required supporting documents.
- Select to print, sign, and fax.

Contact your Preway's Customer Care

Name: Teresa Phillips
Phone:
Email: Teresa@prewaysales.com

My Next Step	Application Description	Status Date	Status	Other Actions
 eSign	Blackhawk Network/Merchant Services/Combined Applications (US)	4/4/2013 10:38:31 PM	Interview Complete - eSign Needed	Select... 

Can't view your forms? Get the latest version of [Adobe Reader](#) 

For a complete description of your consent to use electronic records and your consumer protections, [click here](#)

13. Please review the Nondisclosure Agreement and Merchant Application. Then enter your pin and click approve. (Reminder: This was established when you created your user name and password.) You can NOT type any information directly on any of the agreements; all information is filled in from the answers provided in the Portal interview.

My Applications Registration Details Logout

If prompted to Open or Save the forms document, please click "Open"

eSign Account Forms

Enter your PIN in the form below to approve the submission of your application information. By entering your PIN you acknowledge and approve it to be your legal signature. Note that by entering your PIN, you are also affirming that you have provided (to the best of your knowledge) true and correct information. You further acknowledge and approve the submission of this information for the use designated.

PIN:



Tools Sign Comment

Please fill out the following form. You cannot save data typed into this form.
Please print your completed form if you would like a copy for your records.



Preway	
Business Information	
Business Legal Name	Blackhawk LLC
Business DBA Name (if different than legal name)	Blackhawk Grocery

14. At this point you are back to the main page and you will see that the status states “pending additional signature”.

Congratulations! You have now completed the online Onboarding Process. At this time your wholesaler and Blackhawk Network will review all of your information and may contact you if there are any additional questions.



VII How to add Attachments

Additional information to be faxed or attached:

During the onboarding process you are asked to supply additional information to Blackhawk Network (Ex: AML Procedures, ACH form and voided check). You may send this information by fax to (925) 467-3929 or attach documentation within the portal.

To attach documentation within the portal:

Under the appropriate description number, click on the Submit Attachments link.

Blackhawk Network: Merchant Onboarding. Windows Internet Explorer

http://demo.efficientforms.com/consumerApps_clients/BNF_Olean/application_applications.asp#

File Edit View Favorites Tools Help

Blackhawk Network: Merchant Onboarding

BLACKHAWK NETWORK

My Applications Registration Details Logout

Welcome to the Application Portal

The Online Onboarding Interview consists of 3 steps:

1. Completing the Initial Application questionnaire. This step includes:
 - a) Electronic signature on the NDA and Application (when applicable)
 - b) Review and approval of the application
 - c) You will be notified via email once your application has been approved. At this point you may begin Step 2.
2. Viewing and signing the Contracts/Agreements. This step includes:
 - a) Electronic signature on the contracts agreements
 - b) Electronic Signature on the Side Letters (when applicable)
 - c) Continue with Step 3
3. Completing the onboarding package (i.e. ACH, Store Lists, Fixtures, Terminal Orders, Tech Setup, etc.)

What's My Next Step?

When the **My Next Step** column reads **No action required**, you have completed all steps for the request. Not all options may be applicable.

- Select to complete the interview.
- Select to sign the forms for the request.
- Select to include required supporting documents.
- Select to print, sign, and fax.

Contact your Olean Customer Care

Name: Rep for Olean
Phone:
Email: support@efficientforms.com

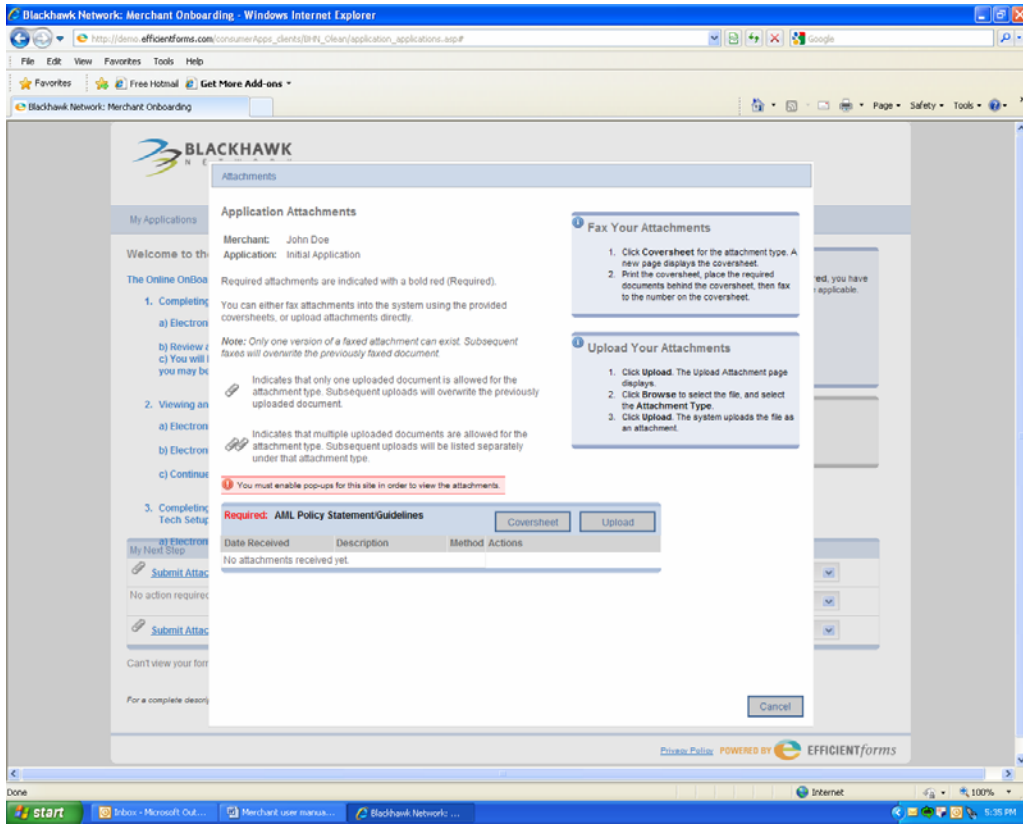
My Next Step	Application Description	Status Date	Status	Other Actions
Submit Attachments	Initial Application	5/19/2011 2:43:59 PM	Ready for Wholesaler Review	Select...
No action required	Contract Agreement	5/19/2011 3:18:45 PM	Ready for Wholesaler Review	Select...
Submit Attachments	Onboarding Application	5/19/2011 3:33:12 PM	Ready for Wholesaler Review	Select...

Can't view your forms? Get the latest version of [Adobe Reader](#)

For a complete description of your consent to use electronic records and your consumer protections, [click here](#)

POWERED BY **EFFICIENTforms**

On this page you may upload a new file and attach it.



Blackhawk Network: Merchant Onboarding - Windows Internet Explorer

http://demo.efficientforms.com/consumerApps_clients/0001/Clean/application_applications.asp#

File Edit View Favorites Tools Help

Blackhawk Network: Merchant Onboarding

BLACKHAWK

Attachments

Application Attachments

Merchant: John Doe
Application: Initial Application

Required attachments are indicated with a bold red (Required).
You can either fax attachments into the system using the provided coversheets, or upload attachments directly.

Note: Only one version of a faxed attachment can exist. Subsequent faxes will overwrite the previously faxed document.

Indicates that only one uploaded document is allowed for the attachment type. Subsequent uploads will overwrite the previously uploaded document.

Indicates that multiple uploaded documents are allowed for the attachment type. Subsequent uploads will be listed separately under that attachment type.

Fax Your Attachments

1. Click Coversheet for the attachment type. A new page displays the coversheet.
2. Print the coversheet, place the required documents behind the coversheet, then fax to the number on the coversheet.

Upload Your Attachments

1. Click Upload. The Upload Attachment page displays.
2. Click Browse to select the file, and select the Attachment Type.
3. Click Upload. The system uploads the file as an attachment.

Required: AML Policy Statement/Guidelines

[Coversheet](#) [Upload](#)

Date Received	Description	Method	Actions
No attachments received yet.			

[Submit Attachments](#)

[Submit Attachments](#)

[Submit Attachments](#)

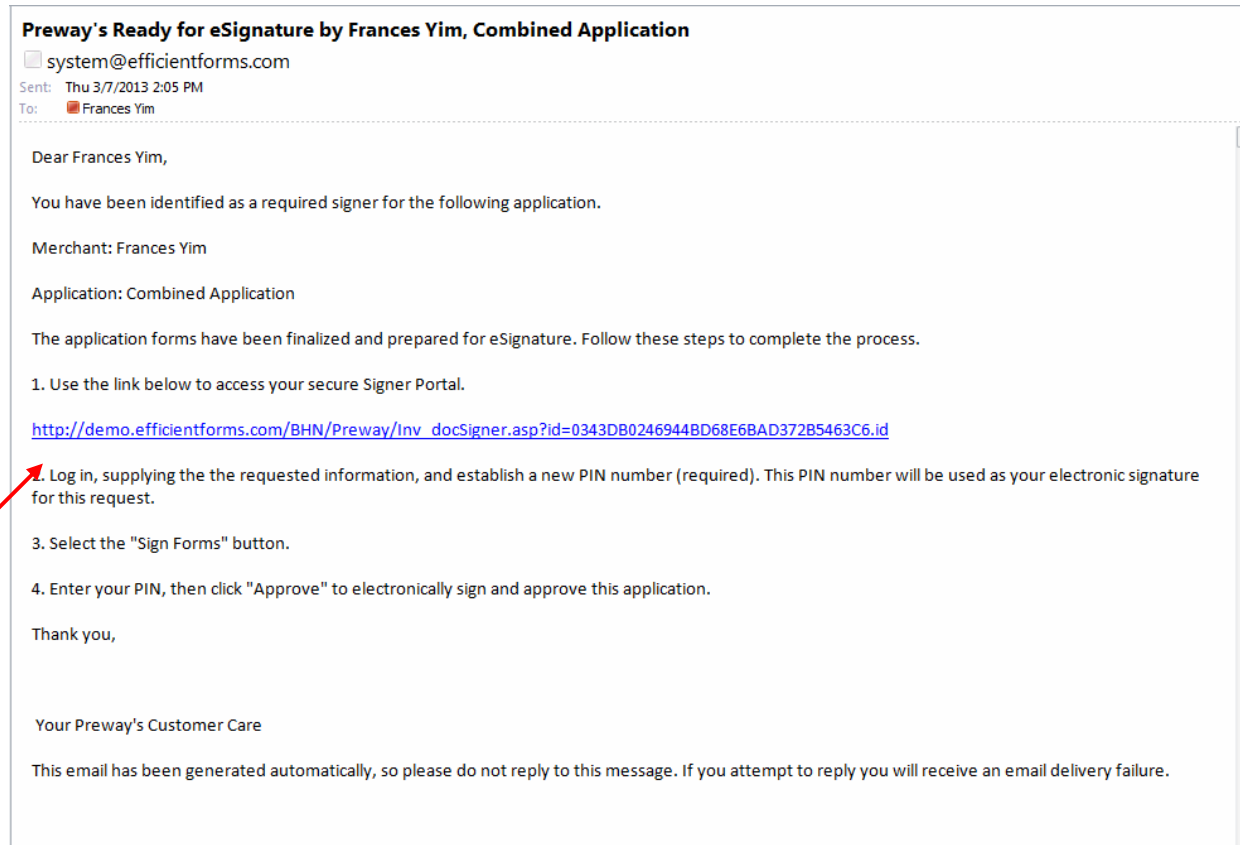
[Cancel](#)

POWERED BY EFFICIENTforms

start | Internet | 5:35 PM

VIII How to esign Principal Owner signature (s) – of 25% or greater ownership will be required to provide a signature

1. Principal owners of 25% or greater ownership will receive an email from **system@efficientforms.com**. Subject line (Wholesaler name xxx Ready for eSignature by Owner Name xxx, combined application)
2. You will be directed to click on the link within the email



3. Once you click on the link, you will be prompted to enter in your email address and the last 4 of your SSN#



Document Signer Authentication

Welcome to the Blackhawk Network OnBoarding-Document Signer Portal!!!

Please enter you Email Address and PIN and select the Continue button.

If you are a wholesaler coming to this site for the first time, please enter your Authorization Number as your PIN and select the Continue button.

To access the documents for signature, please confirm your e-mail address, and enter the last 4 digits of your Social Security Number as your PIN, then click 'Continue'.

Note: If you have previously signed this document, but your signature is needed again due to changes in the document after you signed, enter the new PIN that you created when you logged in the first time.

Email Address

PIN



[Privacy Policy](#)



4. You will then be prompted to change your 4 digit PIN



Change Signer Authentication PIN

For security purposes, you must create a new 4 digit PIN to access the documents for signature. Use this PIN for subsequent access to the document signature portal.

New 4 digit PIN

Confirm new PIN



[Privacy Policy](#)



5. Once new pin is created select drop down to the right, select sign forms

 Profile

Preway's Customer Care: Preway Rep support@efficientforms.com

Document Signer Portal

The Document Signer Portal has the following options:

- To view the form(s), please select the 'View Forms' option
- To electronically sign the form(s), please select the 'eSign'.
- To review/view the status of the forms, please select the 'Sign Status' option.

NOTE: by e-signing you are hereby authorizing Blackhawk Network, Inc (BHN) to make inquiries from any federal or state agency, credit bureau or law enforcement agency for the purpose of determining your financial responsibility and/or general character. This authorization relates to the distribution and processing of prepaid access products and the collection of consumer funds related thereto.

The following Application forms are associated with the Application that you are here to sign:

Description	Date	Account Owner	Application Status	Your eSign Status
Blackhawk Network / Combined Applications (US)	03/20/2013	Frances Yim	Partially eSigned	Select... 

If any changes are required, contact the Preway's Customer Care.[Free Adobe Reader Downloads](#)

6. Once you select eSign Account Forms. The forms will populate
7. Enter new 4 digit PIN and click Approve



Profile

If prompted to Open or Save the forms document, please click "Open"

eSign Account Forms

Enter your PIN in the form below to approve the submission of your application information. By entering your PIN you acknowledge and approve it to be your legal signature. Note that by entering your PIN, you are also affirming that you have provided (to the best of your knowledge) true and correct information. You further acknowledge and approve the submission of this information for the use designated.

PIN:

The screenshot shows a PDF viewer interface. At the top, there's a toolbar with various icons and a status bar indicating '1 / 54' pages and '96.5%' zoom. Below the toolbar, a purple banner contains the text: 'Please fill out the following form. You cannot save data typed into this form. Please print your completed form if you would like a copy for your records.' To the right of the banner is a 'Highlight Existing Fields' button. The main content area displays the Blackhawk Network logo and the title 'Preway' in a blue box. Below this, a black box contains the text 'Business Information' in yellow. At the bottom, a white box contains the text 'Business Legal Name'.

Congratulations! You have now completed the entire online Onboarding Process. At this time your wholesaler and Blackhawk Network will review all of your information and may contact you if there are any additional questions.



IX Frequently Asked Questions

1. How do I change my password and/or my PIN?
 - a. Once you have logged in, click on registration details. You can change the main user's name, email address, password, and PIN.
2. Who do I contact with any questions regarding my setup or approval of the process?
 - a. Contact your wholesaler or designated person for the Gift Card Mall at your wholesaler.
3. How do I know when I've completed all parts of the application?
 - a. The status of your application will be "Awaiting Wholesaler Review".
4. What do I do if I do not receive the email after I e-sign my application?
 - a. Contact your wholesaler they will be able to re-send the application through the portal and/or correct the address if it was entered incorrectly.
5. What is the general timeline for a new store to be set up and selling with the gift card mall program after the application is complete?
 - a. Generally it can take 7-10 weeks for full setup. This includes the delivery of fixtures, technology validation, and delivery of initial shipment of cards. This timeline is provided that no additional information is needed to approve your application.